

| DBE Top Level Objectives   | Activity   | Progress Update<br>Quarter 2 2020/21  |                    |                     |                    |                    |           |              |                |                  |           |               |                |                |           |              |                |                |           |              |                |                |
|--|--|---|--------------------|---------------------|--------------------|--------------------|-----------|--------------|----------------|------------------|-----------|---------------|----------------|----------------|-----------|--------------|----------------|----------------|-----------|--------------|----------------|----------------|
| Promoting the construction of high quality, inspiring, adaptable and environmentally sustainable developments which attract a wide range of uses and users<br><br>(Shape outstanding environments) | City Plan 2036   | <ul style="list-style-type: none"><li>City Plan 2036 consultation delayed due to COVID-19 and changes to Use Classes Order. Revised Plan to be considered by Committees in November &amp; December 2020 and The Court of Common Council in January 2021. Consultation now planned for February/March 2021.</li></ul>  |                    |                     |                    |                    |           |              |                |                  |           |               |                |                |           |              |                |                |           |              |                |                |
|  | Planning Applications  | <ul style="list-style-type: none"><li>Decisions Made within agreed timescales</li></ul> <table><tr><th>Quarter</th><th>Major (target 100%)</th><th>Minor (target 65%)</th><th>Other (target 75%)</th></tr><tr><td>3 (19/20)</td><td>3 of 4 (75%)</td><td>59 of 62 (95%)</td><td>109 of 119 (92%)</td></tr><tr><td>4 (19/20)</td><td>1 of 1 (100%)</td><td>39 of 42 (93%)</td><td>68 of 70 (97%)</td></tr><tr><td>1 (20/21)</td><td>2 of 3 (67%)</td><td>38 of 41 (93%)</td><td>48 of 50 (96%)</td></tr><tr><td>2 (20/21)</td><td>3 of 5 (60%)</td><td>31 of 39 (79%)</td><td>48 of 52 (92%)</td></tr></table> | Quarter            | Major (target 100%) | Minor (target 65%) | Other (target 75%) | 3 (19/20) | 3 of 4 (75%) | 59 of 62 (95%) | 109 of 119 (92%) | 4 (19/20) | 1 of 1 (100%) | 39 of 42 (93%) | 68 of 70 (97%) | 1 (20/21) | 2 of 3 (67%) | 38 of 41 (93%) | 48 of 50 (96%) | 2 (20/21) | 3 of 5 (60%) | 31 of 39 (79%) | 48 of 52 (92%) |
|  | Quarter  | Major (target 100%)   | Minor (target 65%) | Other (target 75%)  |                    |                    |           |              |                |                  |           |               |                |                |           |              |                |                |           |              |                |                |
|  | 3 (19/20)  | 3 of 4 (75%)  | 59 of 62 (95%)     | 109 of 119 (92%)    |                    |                    |           |              |                |                  |           |               |                |                |           |              |                |                |           |              |                |                |
|  | 4 (19/20)  | 1 of 1 (100%)   | 39 of 42 (93%)     | 68 of 70 (97%)      |                    |                    |           |              |                |                  |           |               |                |                |           |              |                |                |           |              |                |                |
| 1 (20/21)  | 2 of 3 (67%)   | 38 of 41 (93%)  | 48 of 50 (96%)     |                     |                    |                    |           |              |                |                  |           |               |                |                |           |              |                |                |           |              |                |                |
| 2 (20/21)  | 3 of 5 (60%)   | 31 of 39 (79%)  | 48 of 52 (92%)     |                     |                    |                    |           |              |                |                  |           |               |                |                |           |              |                |                |           |              |                |                |
| Submitting address and street gazetteer updates to national hub  | <ul style="list-style-type: none"><li>Performance has improved from quarter 1, and submission are now meeting Silver Standard.</li></ul> |   |                    |                     |                    |                    |           |              |                |                  |           |               |                |                |           |              |                |                |           |              |                |                |
| Development monitoring submissions to London Development Database  | <ul style="list-style-type: none"><li>Submissions made in accordance with required standards – at Green standard.</li></ul>              |   |                    |                     |                    |                    |           |              |                |                  |           |               |                |                |           |              |                |                |           |              |                |                |

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|  | Process CON29 searches in average 4 working days.             | <ul style="list-style-type: none"> <li>Searches returned in average of 7.6 days. Performance is improving over time - average of under 3 days in September.</li> </ul>   |
| <p>Advancing a flexible infrastructure that adapts to increasing capacity and changing demands.</p> <p><i>(Shape outstanding environments)</i></p> | Improve efficiency and effectiveness of lighting              | <ul style="list-style-type: none"> <li>Quarter 2 carbon usage down 40% from last year, 49% lower than 2 years ago.</li> <li>Quarter 2 street lighting energy usage down 35%, 37% lower than 2 years ago.</li> <li>Despite the setbacks of COVID-19, the LED replacement scheme is near completion. We have been working with the Energy Team and our meter administrator Power Data Associates to realise 50% carbon and energy savings. The Mechanical &amp; Electrical Team have been working with developers to ensure a smooth return to business as usual. The Illuminated River project continues unabated with successful inspections of Blackfriars and London Bridges.</li> </ul> |
|  | Deliver delivery and servicing elements of Transport Strategy | <ul style="list-style-type: none"> <li>Continuing to develop potential last mile delivery hub at London Wall Car Park. Preparing report for November Planning &amp; Transportation Committee.</li> <li>Planning &amp; Transportation Committee resolved to grant consent for Millennium Bridge House on 14th July which will be required to use a physical consolidation centre under the City's Planning Obligations.</li> <li>2 Delivery and Servicing Plans approved:               <ul style="list-style-type: none"> <li>Farringdon East OSD</li> <li>20 Finsbury Circus</li> </ul> </li> </ul>   |

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|  | Bridge Maintenance    | <ul style="list-style-type: none"> <li>The maintenance and waterproofing programme for London Bridge was completed almost four weeks ahead of schedule. Starting in mid-March, the maintenance was able to continue throughout the national COVID-19 lockdown, with engineers keeping safe by following strict additional safety measures and adapting to new ways of working. The scheduled work was to replace 24 original bearings and the original protective waterproofing layer under the road surfacing.</li> </ul>   |
| <p>Creating a welcoming seven-day City that is inclusive, clean, secure and accessible</p> <p><i>(Contribute to a flourishing society)</i></p> | Road Danger Reduction | <ul style="list-style-type: none"> <li>Measures to enable the safe return of the City's workforce and support COVID-19 recovery are being delivered in phases, with the roll out of "Temporary plus" measures expected to be completed by the end of November 2020. These measures replace the initial barriers and cones with more robust materials that are easier for street users to understand.</li> <li>A number of engagement activities have been undertaken during September, working jointly with City of London Police, including: Cycle training and bike maintenance checks at St Bartholomew's Hospital and Robert McAlpine construction sites; and police road checks and enforcement have been checking vehicle standards, insurance and licences.</li> </ul> <p>St Bartholomew's Hospital:</p> <ul style="list-style-type: none"> <li>50 bikes were marked by the City of London Police, to facilitate recovery to the owner if stolen.</li> <li>41 people attended the City of London Police's virtual reality 'exchanging places' activity.</li> <li>49 bikes were safety checked and tuned up by Havebike.</li> <li>A Cycle Confident instructor gave commuting advice and materials to more than 20 people.</li> </ul> <p>Sir Robert McAlpine:</p> <ul style="list-style-type: none"> <li>39 bikes were marked by the City of London Police.</li> </ul> |

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|   |  | <ul style="list-style-type: none"><li>Nearly 90% of people surveyed said the event made them more likely to want to cycle to work</li><li>29 cyclists received maintenance training from Havebike, and 3 cyclists received positioning and posture training</li><li>Sir Robert McAlpine and Pedal Me met up after the event and are currently in discussions to see if Pedal Me can trial cargo bike use, and train Sir Robert McAlpine staff in using cargo bikes.</li></ul> |                  |                 |                  |                  |
|   | Bank on Safety                               | <ul style="list-style-type: none"><li>Project is now complete following the installation of new traffic signals.</li></ul>  |                  |                 |                  |                  |
|   | City of London Street Accessibility Standard | <ul style="list-style-type: none"><li>Revised methodology has been agreed and is expected to be finalised by March 2020, following on from a delay due to COVID-19.</li></ul>   |                  |                 |                  |                  |
| Improving the quality and safety of the environment for businesses, workers, residents and visitors<br><br><i>(Contribute to a flourishing society)</i> | Building Control                             |   |                  |                 |                  |                  |
|   |  |   | Q3<br>(19/20)    | Q4<br>(19/20)   | Q1<br>(20/21)    | Q2<br>(20/21)    |
|   |  | Standard 5 week applications decisions within the timescale. (Target 90%)   | 100%<br>13 of 13 | 88%<br>22 of 25 | 100%<br>9 of 9   | 100%<br>11 of 11 |
|   |  | 8 week applications decisions within the timescale where this has been agreed (Target 90%)  | 100%<br>19 of 19 | 88%<br>28 of 32 | 100%<br>10 of 10 | 91%<br>10 of 11  |
|   |  | Completion certificates issued within 10 days of the final inspection of completed building work. (Target 85%)  | 100%<br>42 of 42 | 98%<br>58 of 59 | 91%<br>10 of 11  | 100%<br>21 of 21 |


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| <p>Ensuring the built environment, businesses and people take action on and are resilient to climate change.</p> <p><i>(Shape outstanding environments)</i></p> | Climate Action Strategy              | <ul style="list-style-type: none"> <li>• Progressed Climate Action Strategy through the Committee cycles.</li> <li>• External liaison with Thames Water, Central London North Partnership Group, The London Drainage Engineers Group, London Council's Green and Resilient Group, The London Environment Coordinators Forum and The London Climate Change Partnership.</li> <li>• Internal promotion of resilience agenda with Public Realm Team, Highways, Markets and Consumer Protection and DBE departmental meetings.</li> <li>• Delivered three Climate Chats – Climate Resilience, Overheating and Water Resources.</li> </ul>  |
|   | Riverside Strategy                   | <ul style="list-style-type: none"> <li>• Riverside Strategy Approach - Riverside drone survey completed; desk top study is ongoing.</li> <li>• Secured a place on the Design in the Public Sector Programme, delivered in partnership between the Local Government Association and Design Council.</li> </ul>  |
|   | Local Flood Risk Management Strategy | <ul style="list-style-type: none"> <li>• Drafted the Local Flood Risk Management Strategy 2021-27 (with Strategic Environmental Assessment and Equalities Appraisal) for public consultation.</li> <li>• Submitted Flood Risk objectives and measures to the Environment Agency.</li> <li>• Flood risk advice, SuDS assessment and policy comments for several sites in the City Flood Risk Area Adelaide House, Custom House, Tudor Street, Millennium Bridge House.</li> <li>• Flood Emergency Plan guidance developed and published.</li> <li>• Reviewed Asset Register of Structures, ownership &amp; state of repair (in conjunction with District Surveyors).</li> </ul> |

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|  |   | <ul style="list-style-type: none"> <li>Redesigned new website Flood Risk pages.</li> </ul>   |
| <p>Enabling digital connectivity that meets changing business and lifestyle needs</p> <p><i>(Shape outstanding environments)</i></p> | Fibre providers to complete roll out of Fibre to all 12 CoL housing estates         | <ul style="list-style-type: none"> <li>Completion is expected by end of 2020.</li> </ul>   |
|  | Increase small cell locations   | <ul style="list-style-type: none"> <li>Currently holding further consultations internally with Public Realm and Planning teams regarding the Freshwave proposal. Date for committee report for Street &amp; Walkways TBC, with deployment date pushed back to quarter 1 2021 as a result.</li> </ul> |
|  | Increase Wireless and mobile infrastructure   | <ul style="list-style-type: none"> <li>Awaiting further demand from Lambert Smith Hampton regarding City of London housing estates. Deployment is still expected quarter 4 2020.</li> </ul>  |
|  | Ensure internal and public-facing GIS services are available 99% of the working day | <ul style="list-style-type: none"> <li>100% - Service was down due to planned Azure migration event from 30th September 2020 to 3rd October 2020.</li> </ul>   |

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|  | Freedom of Information and complaints responses  | <table><tr><td></td><td>Q3<br/>(19/20)</td><td>Q4<br/>(19/20)</td><td>Q1<br/>(20/21)</td><td>Q2<br/>(20/21)</td></tr><tr><td>Freedom of Information Request responses within 20 working days (Target 90%)</td><td>100%<br/>53 of 53</td><td>92%<br/>73 of 79</td><td>86%<br/>31 of 36</td><td>94%<br/>60 of 64</td></tr><tr><td>Responses to complaints within 10 working days</td><td>80%<br/>4 of 5</td><td>100%<br/>4 of 4</td><td>33%<br/>1 of 3</td><td>67%<br/>4 of 6</td></tr></table> |                 | Q3<br>(19/20)   | Q4<br>(19/20) | Q1<br>(20/21) | Q2<br>(20/21) | Freedom of Information Request responses within 20 working days (Target 90%) | 100%<br>53 of 53 | 92%<br>73 of 79 | 86%<br>31 of 36 | 94%<br>60 of 64 | Responses to complaints within 10 working days | 80%<br>4 of 5 | 100%<br>4 of 4 | 33%<br>1 of 3 | 67%<br>4 of 6 |
|  | Q3<br>(19/20)  | Q4<br>(19/20)   | Q1<br>(20/21)   | Q2<br>(20/21)   |               |               |               |  |                  |                 |                 |                 |  |               |                |               |               |
| Freedom of Information Request responses within 20 working days (Target 90%)                             | 100%<br>53 of 53   | 92%<br>73 of 79   | 86%<br>31 of 36 | 94%<br>60 of 64 |               |               |               |  |                  |                 |                 |                 |  |               |                |               |               |
| Responses to complaints within 10 working days   | 80%<br>4 of 5  | 100%<br>4 of 4  | 33%<br>1 of 3   | 67%<br>4 of 6   |               |               |               |  |                  |                 |                 |                 |  |               |                |               |               |
| Enabling a flourishing society and a vibrant cultural offer<br><br>(Contribute to a flourishing society) | Curating cultural spaces and cultural programming  | <ul style="list-style-type: none"><li>• Sculpture in The City education programme converted to provide full digital learning experience this Quarter for remote schools and families learning.</li><li>• Social media reach of the programme has increased, with over 50,000 website page views since the start of 2020. The Twitter and Instagram accounts have also seen an increase of over 1500 followers.</li></ul>  |                 |                 |               |               |               |  |                  |                 |                 |                 |  |               |                |               |               |
|  | Improving existing public spaces and creating new public spaces which are permeable and accessible | <ul style="list-style-type: none"><li>• Gateway 5 implementation approved for St Bartholomew's Hospital public realm. 5 trees to be planted, with 20m<sup>2</sup> of greening.</li><li>• 22 Bishopsgate public realm works remain under construction.</li></ul>   |                 |                 |               |               |               |  |                  |                 |                 |                 |  |               |                |               |               |
|  | Increase the number of apprenticeships   | <ul style="list-style-type: none"><li>• 4 new starters in Quarter 2, with 2 commencing level 3 Business Administration courses, 1 commencing a level 3 Transportation qualification, and 1 commencing a level 6 Building Control qualification.</li><li>• 2 apprentices graduated with distinctions.</li></ul>  |                 |                 |               |               |               |  |                  |                 |                 |                 |  |               |                |               |               |

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|  |  | <ul style="list-style-type: none"> <li>The DBE apprentices have created a reverse mentoring scheme. The aim of this is to promote and use their strengths within the organisation and to aid the development of their professional skills, networking and communications skills. The scheme has received interest from other departments, who wish to create similar schemes.</li> </ul> |
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### Awards & Achievements

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| <ul style="list-style-type: none"> <li>The Illuminated River Project won the award for the 'Best use of arts, culture or sport in placemaking' at the Planning Awards 2020 in September.</li> </ul> |  |
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